

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD ON MONDAY 11th MARCH 2013

1. PRESENT Val Johnson (Practice Manager), Tony Cox (Chair), Sybil Waplington, Maureen McDonald, Enid Krygier, Hilary Hicklin, Anand Birju (new member)

2. APOLOGIES Lesley Haigh (secretary), Gwynneth Jessop, Geoff Scott

Prior to the start of the meeting, our new member Anand Birju was welcomed and introductions made.

3. MINUTES OF LAST MEETING – Accepted as a true record.

4. MATTERS ARISING

System One- The new clinical system went live on 13/2/13, a slightly delayed start. Some initial difficulties were encountered by clinical Staff, which was exacerbated by Trainer time being lost due to the inclement weather. Trainers will be returning at a later date.

There are great advantages to System One and although local Practices do share their experiences of the System via a User Group, all practices appear to have had initial difficulties. Two staff members will be attending a System One Conference in the near future and will share the knowledge gained with the rest of the Practice staff.

Automatic Doors

These have recently been installed and are a great success.

Further alterations to the Reception Area are to begin in April. These include a chest height “open plan” Reception desk (i.e. no glass partition), which will have a small lower area for disabled patients.

There are plans to produce printed cards to help patients maintain matters of a personal/confidential nature. A “Touch Screen” patient check-in (with hand sanitizer nearby) will be installed.

5. Ground rules

These will continue to be included on the reverse of each Agenda.

6. Porch Refurbishment

New flooring is to be laid this week and a bench installed in the near future.

It was suggested that the Letter Box could be improved to better accommodate the posting of samples.

There was some discussion regarding personal details on Repeat Prescription forms etc. being visible when posted inside the letter box. It was suggested that this could be avoided if patients were informed in the next Newsletter that these could be placed in an envelope.

7. Surgery Update

The majority of Admin Staff are now working in the back admin office rather than spread throughout the building. They are all answering telephone queries so calls should be answered more quickly from now on.

There have also been changes in telephone answering although it was acknowledged that there is still some work to be done on this.

8. District Nurses.

A query had arisen regarding District Nurse home visits. It was suggested that patients could be informed of an approximate time to expect them. It was explained that referrals are made via the District Nurse Liaison Services on a daily basis and that therefore there may be disruptions to previously planned visits. The District Nurses do not have any Admin help and this also has an effect on their working day.

It was agreed that the Senior District Nurse would be invited to a future meeting to talk about "A Day in the Life of a District Nurse". If she was unable to attend then she would be invited to write an article about District Nursing for the Newsletter.

9. Funding & Patient Contact.

Practice funding will be reduced from April 2013. Therefore there may be necessary changes in working practice to ensure continued improvement to the service provided to patients.

This item will be discussed at the next meeting.

10. Care Quality Commission. (CQC)

There has been a "mock" CQC visit to prepare for a visit by the CQC Inspectors which can occur at any date from 1/4/13.

Dr Woodcock is the Lead and Val Johnson Deputy in preparing all staff for this.

It was explained that the inspections are similar to those taking place within Education and can be (a) scheduled or (b) themed, (48 hours notice will be given for these visits) or (c) responsive, where CQC have concerns (these visits will be unannounced).

11. Complaints Review 2012/13

The annual review of complaints has been carried out.

There were 7 Clinical and 1 Admin complaint from the Practice population. The latter regarding a telephone call.

Dr Woodcock is the Lead for Clinical complaints and Val Johnson for the Admin complaints, in ensuring that a formal reply (if necessary) is made. Any unresolved complaint may be referred to the PCT and following this The Ombudsman.

12. A.O.B.

The CCG Patient Survey Analysis (which may be accessed by the Surgery website) was discussed. It was suggested the bar chart referring to "accessing services" reveals that the practice is poor at having appointments available at the time required by patients. Following discussion about this it was proposed that telephone times available for patients to make appointments could be increased. It was also suggested that the appointment system could possibly accommodate booking several days ahead.

There was also discussion regarding the Patient Experience Survey which was developed from one of the Productive General Practice modules. The results are displayed in the surgery and on the website and a Newsletter was produced explaining the results. It was suggested that the sample size was not fully commensurate with the practice population as a whole.

A patient survey for 2013/14 will be discussed at the next meeting.

13. Date of next meeting.

This is to be held at 6.30 pm on MONDAY 10th JUNE 2013 AT THE SURGERY.